

LATROBE COLLEGE OF ART AND DESIGN

POLICY and PROCEDURE

Outcome Standards for RTOs 2025

RTO Standard 2.6

WELLBEING

POLICY

This policy outlines how LCAD supports the wellbeing of its learners. The aim is to ensure that all learners are supported to engage in training and achieve successful outcomes, recognising the impact that wellbeing has on learning and participation.

This policy applies to all staff, trainers, assessors, and enrolled learners across all delivery modes (studio-based, face-to-face, and online).

LCAD is committed to

- Promoting a safe, inclusive, and supportive learning environment.
- Recognising and responding to the wellbeing needs of learners.
- Facilitating access to appropriate internal and external support services.
- Respecting the privacy and dignity of learners when managing wellbeing concerns.

Definitions

- Wellbeing: A learner's physical, mental, emotional, and social health, which can affect their ability to participate in learning.
- Support Services: Internal or external resources that assist learners with challenges that may impact their wellbeing.
- Referral: The process of directing a learner to appropriate services for support.

PROCEDURES

Identifying Wellbeing Needs

- Trainers and staff are expected to remain observant of changes in learner behaviour or signs of distress.
- Wellbeing needs may be disclosed by learners voluntarily, observed by staff, or identified during regular progress check-ins.
- Trainers must document any concern and notify the student support services officer (SSSO) or designated staff member within 24 hours.

Responding to Wellbeing Concerns

- The student support services officer (SSSO) will assess the situation and determine the appropriate level of response:
 - Informal support (e.g. check-ins, extensions)
 - Referral to internal or external services
 - Emergency action (if safety is at risk)

Referral Process

- Learners will be offered a list of external support agencies, including:
 - Mental health services
 - Crisis and housing support
 - Counselling
 - Disability support
- Staff will assist with referrals as needed, including helping learners make initial contact if appropriate.
- Referral information is kept confidential in line with LCAD's Privacy Policy.

Staff Responsibilities and Training

- All staff will be informed on:
 - Mental health first aid or similar
 - Identifying signs of learner distress
 - Trauma-informed approaches to communication and support
- Staff must not act beyond their role (e.g. giving clinical advice), but instead focus on referral and support.

Documentation and Record Keeping

- All concerns, actions, and referrals must be documented in the learner management system under restricted access.
- Records must be factual, respectful, and confidential.

Review and Continuous Improvement

- The effectiveness of wellbeing support will be reviewed:
 - Annually as part of RTO self-assessment
 - Based on learner feedback and complaints
 - After any critical incidents
- Feedback will be used to improve services and staff training.

Related Documents

- Student Handbook
- Privacy Policy
- Critical Incident Policy
- Student Code of Conduct
- Student Support Services Policy
- Checklist WHS & Emergency

External Resources (examples)

- Lifeline – 13 11 14
- Headspace – www.headspace.org.au
- Beyond Blue – 1300 224 636
- Local youth, housing, or mental health services
- Victorian Drug Rehab www.health.vic.gov.au
- Emergency Psychiatric Triage St Vincents Hospital 24 hour referrals 1300 558 862
- POISONS Hotline 13 11 26 (Austin Health 24hrs)
- Police, Fire, Ambulance Phone 000 www.ambulance.vic.gov.au
- National Association of Loss & Grief www.bayside-counselling.com.au 03 9018 9356
- Universities Psychological Departments
- There is also Melbourne University (North Melbourne 9326 4774) and Melbourne Catholic University (115 Victoria Pde Fitzroy Supervised Post Graduate Psychology departments
- Access Counselling 283 Church St Richmond or 378 Burwood Road Hawthorn 03 9810 3070 mentalhealth.intake@accesshc.org.au